

## **CLAIMS**

### **What is claimed is:**

1. A method of aggregating interactive voice response services from a plurality of interactive voice response systems comprising:

for at least one caller, storing service information for a plurality of services within an interactive voice response system, wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems;

receiving a call from the caller;

receiving an input from the caller over the call, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems;

accessing the interactive voice response system corresponding to the identified service on behalf of the caller;

retrieving information from the interactive voice response system; and

providing the retrieved information to the caller.

2. The method of claim 1, wherein said service information includes login information for each of said plurality of services, said accessing step comprising logging on to the at least one interactive voice response system.

3. The method of claim 1, wherein said service information specifies instructions for navigating an interactive voice response menu hierarchy for at least one of the services.

4. The method of claim 1, wherein said input further specifies a caller query for information to be retrieved from at least one of the plurality of services, said accessing step further comprising submitting the caller query to the at least one of the plurality of services.

5. A system for aggregating interactive voice response services from a plurality of interactive voice response systems comprising:

means for storing service information for at least one caller for a plurality of

services within a master interactive voice response system, wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems;

means for receiving a call from the caller;

means for receiving an input from the caller over the call, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems;

means for accessing the interactive voice response system corresponding to the identified service on behalf of the caller;

means for retrieving information from the interactive voice response system; and

means for providing the retrieved information to the caller.

6. A machine readable storage, having stored thereon a computer program having a plurality of code sections executable by a machine for causing the machine to perform the steps of:

for at least one caller, storing service information for a plurality of services within a master interactive voice response system, wherein each service is accessible through a corresponding one of the plurality of interactive voice response systems;

receiving a call from the caller;

receiving an input from the caller over the call, wherein the input identifies at least one of the plurality of services and corresponding interactive voice response systems;

accessing the interactive voice response system corresponding to the identified service on behalf of the caller;

retrieving information from the interactive voice response system; and

providing the retrieved information to the caller.

7. The machine readable storage of claim 6, wherein said service information includes login information for each of said plurality of services, said accessing step comprising logging on to the at least one interactive voice response system.

8. The machine readable storage of claim 6, wherein said service information specifies instructions for navigating an interactive voice response menu hierarchy for at least one of the services.

9. The machine readable storage of claim 6, wherein said input further specifies a caller query for information to be retrieved from at least one of the plurality of services, said accessing step further comprising submitting the caller query to the at least one of the plurality of services.